

# State Of Montana Department of Public Health and Human Services Biennial Report



#### REPORT ON STATUS OF 2008 IT PLAN

**FOR FY2010** 

#### Prepared By:

# DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES TECHNOLOGY SERVICES DIVISION

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## **EXECUTIVE SUMMARY**

The Montana Department of Public Health and Human Services (DPHHS) has made significant investments in information technology. Our systems and the data they collect and manage are mission critical for the programs they support. These systems allow us to fulfill our mission to improve and protect the health, well-being, and self-reliance of all Montanans. Responsibility for DPHHS information technology lies within the Technology Services Division (TSD), which is charged with development and maintenance, procurement, project management, and data center and telecommunications services. These services are vital for the Department to succeed in its mission.

DPHHS has made significant progress in reaching our goals and objectives set in the 2008 IT Plan. Technology is constantly changing and improving which requires goals and objectives that are flexible enough to meet needs as they arise. Based on this, many Department objectives are ongoing by design. The following accomplishments highlight our efforts toward these goals and objectives:

- The Department has implemented WebEx Department wide allowing ongoing communication and collaboration which benefits programs and projects with decreased cost.
- We have an ongoing effort to replace legacy systems which have reached end-of-life.
- The Department has created a virtualization team to plan and implement an enterprise computer platform for DPHHS. This platform would host virtual servers and desktops to help DPHHS reduce energy consumption. The Public Health and Safety Division virtualization is 90% complete.
- The Department is participating in the Statewide Continuity of Operations Planning (COOP) effort and has partially completed our COOP.
- The Department has created and is maintaining a Project Management Office (PMO), project management toolkit, project management templates and best practices in project management.
- An enterprise SharePoint platform has been created for the Department. SharePoint has been implemented to differing degrees of adoption Department wide.
- DPHHS hired a Security Officer and is implementing a National Institutes of Standards (NIST) based security program.

The 2008 DPHHS IT Plan had 49 initiatives. The table below summarizes the status of these initiatives.

Initiative Status	Total Count	Fully Funded Count	Partly Funded Count	Unfunded Count
Completed	4	4		
Substantially Completed	3	3		
Deferred	4	1		3
Delayed	0			
Cancelled	6	1		5
Remains on-going by design	32	27	5	

The 2008 plan, and its 2009 update, had 50 initiatives, however, 1 initiative is not in this chart as it was a duplicate of another
initiative.

DPHHS IT initiatives include modernization efforts to replace several of the Department's largest systems that have reached end-of-life; incorporate enterprise architecture and accompanying technologies such as business rules engine, web services and Service-Oriented Architecture. The goal of this effort is to foster holistic service delivery where programs collaborate and cooperate with each other in meeting the needs of individuals and families. The following accomplishments highlight our successes:

- CHIMES-Medicaid was fully implemented.
- SNAP-TANF eligibility system has completed the planning phase and is in the procurement process.
- The RFP has been written for the MMIS system and is ready to be posted.
- Telepsychiatry has been implemented at the Montana State Hospital.
- Enhancement of CHIMES-Medicaid and KIDS has been completed and implemented to allow the Healthy Montana Kids (HMK) program to move forward. Full incorporation of KIDS into CHIMES-Medicaid is in progress.
- M-SPIRIT has been fully implemented.

The Technology Services Division continues to provide maintenance and enhancement support to several major systems; desktop and network services to 3,100 DPHHS employees; project management services; programming services; database services; and many other IT related services to the Department. The DPHHS IT Plan supports the Department's initiative to enhance the service levels of all its programs by establishing an enterprise-based environment that facilitates information sharing while maintaining the data, functionality and confidentially unique to each program.

# SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS GOALS & OBJECTIVES

#### 1.1 Goals

# ITG 1 Use information technology to support and enhance DPHHS program service delivery and increase efficiencies.

Information technology is an essential tool used to support and improve DPHHS program service delivery. The DPHHS will continue to look for ways in which information technology can add value to its business functions. Examples include document management, document imaging, system integration, web-based applications, internet portals, and public/provider access.

Benefits: Increased efficiency and effectiveness in performing DPHHS business functions.

This DPHHS IT goal supports the following State IT Goals:

- Improve government services
- Improve the quality of life of Montana citizens
- ITO 1-1 Develop, maintain and enhance DPHHS IT systems to meet changing business needs and policies at the State and federal levels.

ACCOMPLISHMENTS: Examples are the implementation of CHIMES-Medicaid (100%); miscellaneous enhancements to CAPS, SEARCHS and TEAMS; transfer NBS (disease surveillance system) from vendor hosted to Department hosted platform.

STATUS: Ongoing by design.

ITO 1-2 Replace legacy systems that have reached end-of-life.

ACCOMPLISHMENTS: CHIMES-Medicaid 100%, SNP/TANF planning phase 100%, MACWIS planning phase 85%, MMIS planning phase 90%.

STATUS: Ongoing by design.

ITO 1-3 Implement electronic records management at the enterprise level.

ACCOMPLISHMENTS: Planning phase for development of custom records imaging and management system (RAMP) for implementation in 2011.

STATUS: Ongoing by design.

ITO 1-4 Department Systems will be designed to allow for GIS functionality.

ACCOMPLISHMENTS: Incorporated GIS requirements into Department overall business requirements which have been included in recent procurements.

STATUS: Ongoing by design.

ITO 1-5 Implement WebEx department wide in support of programs and projects.

ACCOMPLISHMENTS: DPHHS currently has implemented WebEx department wide allowing ongoing communication and collaboration which benefits programs and projects with decreased cost. The Department continues to expand collaboration tools.

STATUS: Completed.

#### Ensure that information technology resources are efficient, responsive, costeffective and available when needed.

Description: DPHHS must acquire and maintain the adequate number, type, and quality of IT resources needed to support its systems. IT resources including staff, hardware and software tools, must be maintained at the appropriate levels to adequately provide this support. IT resources must be responsive and provide the required availability and redundancy in a cost-effective manner.

Benefits: Increased efficiency, cost-effectiveness, responsiveness, availability and redundancy of IT resources to support DPHHS business functions.

This DPHHS IT goal supports the following State IT Goals:

- Create quality jobs and a favorable business climate
- Develop IT resources in an organized, deliberative and cost-effective manner
- Improve the quality of life of Montana citizens
- Improve government services
- ITO 2-1 Install, maintain and enhance servers, databases, networks, and personal computers.

ACCOMPLISHMENTS: Virtualizing platforms for Public Health and Safety Division 90% complete.

STATUS: Ongoing by design.

ITO 2-2 Develop a continuity of operations plan (COOP)

ACCOMPLISHMENTS: The Department is participating in the COOP project managed by the Department of Administration.

STATUS: Partially completed.

ITO 2-3 Build system redundancy.

ACCOMPLISHMENTS: The Department is planning implementation of a SAN for database applications and for the Department's file servers. 50% complete.

STATUS: Ongoing by design.

ITO 2-4 Hire, train and retain a skilled IT workforce at appropriate levels.

ACCOMPLISHMENTS: The Department has invested significantly in training its programming and network staff. Examples include JAVA, web services, and centralized network administration technologies. In addition the Department continues to recruit skilled IT staff.

STATUS: Ongoing by design.

ITO 2-5 Increase energy efficiency of IT infrastructure.

ACCOMPLISHMENTS: The Department has created a virtualization team to plan and implement an enterprise computer platform for DPHHS. This platform would host virtual servers and desktops to help DPHHS reduce energy consumption.

STATUS: Ongoing by design.

#### ITG 3 Implement Enterprise Architecture technology and standards.

Description: Implement Enterprise Architecture standards and technology that promote functional reuse and information sharing between systems.

Benefits: Increase the value of the Department's investment in information technology by providing a framework of components that can be shared and reused by many systems. Allow the free interchange of data, with appropriate security and confidentiality safeguards, between the Department's information systems.

This DPHHS IT goal supports the following State IT Goal:

- Develop IT resources in an organized, deliberative and cost-effective manner
- Improve the quality of life of Montana citizens
- Improve government services
- ITO 3-1 Implement new systems within Service Oriented Architecture.

ACCOMPLISHMENTS: The Department has incorporated SOA requirements for procurements for replacing systems. This includes SNAP TANF, MMIS and MACWIS.

STATUS: Ongoing by design.

ITO 3-2 Implement an Enterprise Service Bus.

ACCOMPLISHMENTS: The Department has incorporated an Enterprise Service Bus in the procurement for the new SNAP TANF system.

STATUS: Ongoing by design.

ITO 3-3 Create a DPHHS Enterprise Architecture plan.

ACCOMPLISHMENTS: The Department created an enterprise Advanced Planning Document for federal and internal use in the deployment of replacement systems. 100%.

STATUS: Completed.

#### ITG 4 Implement project management best practices.

Implement project management best practices, based on the Project Management Body of Knowledge (PMBOK), for all IT projects within the Department.

Benefits: Planned and managed IT projects that meet customer expectations and are on-time and on-budget. Lower risk and better communications.

This DPHHS IT goal supports the following State IT Goal:

- Develop IT resources in an organized, deliberative and cost-effective manner
- Improve the quality of life of Montana citizens
- Improve government services
- ITO 4-1 Establish a Project Management Office (PMO).

ACCOMPLISHMENTS: A PMO has been created.

STATUS: Completed.

ITO 4-2 Create project management tools and templates.

ACCOMPLISHMENTS: The initial phase of this objective has been reached. Tools and templates have been created, however as the project management industry advances and the DPHHS PMO office grows and changes, there is an ongoing need for this objective in order to maintain best practices.

STATUS: Ongoing by design.

ITO 4-3 Implement Microsoft Office SharePoint department wide.

ACCOMPLISHMENTS: An enterprise SharePoint platform has been created for the Department. SharePoint has been implemented to differing degrees of adoption Department wide. As divisions and programs become more familiar and more comfortable with SharePoint there is continued requests for additional SharePoint sites and/or features.

STATUS: Ongoing by design.

#### ITG 5 Secure DPHHS information assets.

Description: DPHHS systems and data are a critical and valuable resource that is required for the continued success of program business functions. Access to this data and these systems must be appropriate, allowing access only for those with a legitimate need-to-know. Data must be available but protected from both deliberate and accidental theft or destruction

Benefits: Protection against theft, loss and unauthorized access to information. Maintenance of data confidentiality, integrity and availability.

This DPHHS IT goal supports the following State IT Goal:

- Protect individual privacy and the privacy of information contained in IT systems
- ITO 5-1 Ensure confidentiality of DPHHS data.

ACCOMPLISHMENTS: The Department is in the process of implementing a NIST based security program. This program will have many facets which will ensure the confidentiality of DPHHS data. Although the formal "program" has not been fully implemented approximately 50% of the components have been implemented.

STATUS: Ongoing by design.

ITO 5-2 Ensure availability of DPHHS systems.

ACCOMPLISHMENTS: The Department is in the process of implementing a NIST based security program. This program will have many facets which will ensure the availability of DPHHS data. Although the formal "program" has not been fully implemented approximately 50% of the components have been implemented.

STATUS: Ongoing by design.

ITO 5-3 Ensure integrity of DPHHS data.

ACCOMPLISHMENTS: The Department is in the process of implementing a NIST based security program. This program will have many facets which will ensure the integrity of DPHHS data. Although the formal "program" has not been fully implemented approximately 50% of the components have been implemented.

STATUS: Ongoing by design.

ITO 5-4 Hire an Information Security Officer.

ACCOMPLISHMENTS: An Information Security Officer was hired. 100%

STATUS: Completed.

ITO 5-5 Create and maintain security plans for all DPHHS systems.

ACCOMPLISHMENTS: The Department has written an Enterprise Security Plan which covers security requirements for the entire Department. Additionally we have completed Security Plans on several systems. The Department has also implemented a policy to update security plans on an ongoing basis. 50% complete

STATUS: Ongoing by design.

ITO 5-6 Identify, develop and coordinate an effective internal control methodology.

ACCOMPLISHMENTS: The Department is in the process of implementing a NIST based security program. This program includes implementing controls as prescribed in NIST SP 800-53.

STATUS: Ongoing by design.

## **SECTION 2: IT INITIATIVES STATUS UPDATE**

#### 2.1 IT Initiatives (Taken from 2008 plan and 2009 update)

#### Title: MMIS Replacement

**Description**: Montana is requesting a replacement MMIS for the Medicaid program. This EPP requests funding to replace the current MMIS system with a new system using updated technology. Montana's current MMIS system is mainframe CICS/VSAM and utilizes COBOL legacy language that has been in operation since 1985. The system was previously updated in 1997 and certified by CMS in 1998. Due to the old technology and data integrity of our existing system, the Department finds it necessary to update the current MMIS with a system using the most current technology in order to increase the accuracy and timeliness of processing claims. This system processes claims for Medicaid, Children's Health Insurance Plan (CHIP) and Mental Health Services Plan (MHSP).

MBARS EPP Number: 40011 MBARS IT Number: 73 Status: Ongoing. RFP has been written and is ready for posting.

**Funding:** Funded.

#### Title: Medicaid Eligibility System Replacement

**Description**: Combined Healthcare Information and Montana Eligibility System (CHIMES-Medicaid) is a modern Medicaid eligibility system that will replace the Medicaid component of The Economic Assistance Management System (TEAMS), a mainframe-based system currently used to determine eligibility for the Medicaid, Food Stamp and TANF programs. In the face of ever growing Medicaid and Medicare program changes, increased requirements for safeguarding security and confidentiality, and aging technology it is no longer cost-effective to attempt to meet future business needs with TEAMS enhancements.

MBARS EPP Number: N/A MBARS IT Number: 132

Status: Completed. Funding: Funded.

#### Title: TANF Eligibility System Replacement

**Description**: The Temporary Assistance for Needy Families (TANF) eligibility system project will replace the TANF component of The Economic Assistance Management system (TEAMS), a mainframe-based system currently used in the eligibility determination, benefit distribution and program administration for Medicaid, Food Stamp and TANF programs. In the face of ever growing federal changes to the TANF program, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with TEAMS enhancements.

MBARS EPP Number: N/A MBARS IT Number: 133

*Status:* Ongoing. RFP posted, scored and vendor selected. Currently in the contract refinement process.

Funding: Funded.

#### Title: Food Stamps Eligibility System Replacement

**Description:** The Food Stamps eligibility system project will replace the Food Stamps component of The Economic Assistance Management system (TEAMS), a mainframe-based system currently used in the eligibility determination, benefit distribution and program administration for Medicaid, and Food Stamps programs. In the face of ever growing federal changes to the Food Stamps program, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with TEAMS enhancements

#### MBARS EPP Number: N/A MBARS IT Number: 134

*Status:* Ongoing. RFP posted, scored and vendor selected. Currently in the contract refinement process.

Funding: Funded.

#### Title: Statewide Automated Child Welfare Information System (SACWIS) Replacement

**Description**: The Montana Automated Child Welfare Information System (MACWIS) project will replace Child and Adult Protective Services system (CAPS), the State's current SACWIS application. CAPS is a mainframe-based system used in the monitoring of foster care cases, adoption cases, provider contracts and licensing, financial accounting, payments for services to providers and reporting. In the face of ever growing federal changes to Child and Adult Protective Services, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with CAPS enhancements.

#### MBARS EPP Number: N/A MBARS IT Number: 135

*Status:* Deferred. Removal of funding for this project has been recommended as part of MCA 17-7-140.

**Funding:** Funded.

#### Title: CAPS AFCARS Reporting System

**Description**: The Federal Administration of Children and Families (ACF), the governing federal entity of child welfare, has recently enacted several new regulatory changes that need to be entered into the Child and Adult Protective Services (CAPS) system. These regulatory changes are known as the Adoption and Foster Care Analysis and Reporting System (AFCARS).

MBARS EPP Number: 90423 MBARS IT Number: 113

**Status:** Ongoing.

**Funding:** Partially funded.

#### Title: CAPS National Youth in Transition Database

**Description**: All states will be required to commence collecting data on October 1, 2010 with regards to youth in foster care who will be aging out of the system. These new data collection and reporting efforts must be included in

a state's Statewide Automated Child Welfare Information System (SACWIS). The NYTD is an unfunded federal mandate. DPHHS plans to build the database with existing contracted facilities maintenance services. The NYTD will provide demographic and other information for two overlapping populations: older current and former foster youth receiving independent living services and older current and former foster youth regardless of whether they receive independent living services. The final rule regarding the Chafee Foster Care Independence Act National Youth in Transition Database (NYTD) was published on February 26, 2008 with an effective date of April 28, 2008.

MBARS EPP Number: N/A MBARS IT Number: 92

Status: Ongoing. Funding: Funded.

#### Title: SEARCHS Replacement

**Description**: The Child Support System project will replace System for Enforcement and Recovery of Child Support (SEARCHS), the State's current Child Support System. SEARCHS is a mainframe-based system used in the enforcement and recovery of child support, financial accounting, payments, and reporting. In the face of ever growing federal changes and aging technology, it is no longer cost-effective to enhance and maintain the current system.

MBARS EPP Number: 90422 MBARS IT Number: 112

**Status:** Deferred.

Funding: Not funded.

#### Title: CDS/HMIS Maintenance and Support

**Description**: The Central Database System (CDS) is used in support of the Human Resource Development Councils in the delivery of services to low-income residents of Montana in the critical areas of LIEAP heat assistance, Weatherization, Energy Share, Community Service Block grant programs and many other programs. The Homeless Management Information System (HMIS) is used by Montana service providers such as Emergency Shelters, Transitional Housing and Permanent Supportive Housing so they may have the opportunity of utilizing a Management Information System to track client information and report progress.

MBARS EPP Number: N/A MBARS IT Number: 25

Status: Ongoing. Funding: Funded.

Title: M-SPIRIT

**Description:** M-SPIRIT will replace the current Women, Infant, and Children's program legacy system with a new system, which is currently in use by other states. WIC provides milk, cheese and other healthy foods to women and children in need. The current WIC system uses FoxPro, which is non-state standard technology and is no longer able to be cost-effectively enhanced to support program needs.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Completed. Funding: Funded.

#### Title: Vital Statistics Information Management System Enhancement

**Description:** Vital Statistics Information Management System (VSIMS) is a web-based application consisting of modules for electronic birth registration, electronic death registration, certificate request receipting, remote certificate issuance, adoption processing, and vital record administration. The maintenance of these modules and the addition of fetal death registration and marriage registration is planned.

MBARS EPP Number: N/A MBARS IT Number: 5

Status: Substantially completed.

Funding: Funded.

#### Title: Enterprise Service Bus

**Description**: An Enterprise Service Bus (ESB) will allow TSD to establish a backbone of Service Oriented Architecture (SOA) within the agency. This architecture will support and complement the implementation of \$60M in new system development projects that are currently in the planning stages as well as support future systems development. An ESB provides message oriented, event driven and service oriented methods for integrating applications and services. Implementing an ESB will reduce the number, size, and complexity of integration interfaces between systems. It is an essential component of the Departments Enterprise Architecture vision.

MBARS EPP Number: 90424 MBARS IT Number: 111

Status: Ongoing. Funding: Funded.

#### Title: Inventory Control System

**Description**: The Disability Services Division requires an inventory control system to manage resources. The implementation of an inventory control system should consider the Department's enterprise requirements for an inventory control database and be coordinated with related efforts and systems within the Department (e.g. AMDD's effort to add an inventory control module to TIER).

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing. Funding: Funded.

#### Title: System Accessibility for Persons with Disabilities

**Description**: Systems developed and maintained by the Department should be accessible by persons with disabilities. Federal guidelines define accessibility standards and considerations for system development.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing.

Funding: Partially funded.

Title: Telepsychiatry

**Description**: Implement a web-based product to provide 24/7 psychology services to providers and recipients statewide from Montana State Hospital-based psychiatrists. This will be funded by a PL adjustment described for

new program annualization for Tele-Video with MSH psychiatrists (a part of the 72 hour crisis stabilization program implemented this biennium).

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Completed. Funding: Funded

#### Title: TIER System and Data Analysis Support

**Description**: Two additional IT support personnel at Montana State Hospital (MSH) to support TIER and to consolidate several disparate databases that are used frequently. In addition, human data resources are extremely limited and the addition of 2.0 FTE would greatly enhance the facility's data and technology abilities. The preliminary requested amount is \$129,932 for each year of the biennium.

MBARS EPP Number: 33706 MBARS IT Number: 140

Status: Deferred. Funding: Not funded.

#### Title: Resident Accounts System Replacement

**Description:** The Resident Account System (RAS) is used to track institutionalized clients' personal funds. The current system runs on the Department of Corrections AS/400 using non-state standard technology and is no longer able to be cost-effectively enhanced to support program needs. Its functionality could be moved to another system such as TIER, an electronic medical records system, MICRS (an electronic institutional billing system), or an off-the-shelf module.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing. Funding: Funded.

#### Title: Accounts Receivable Management System (ARMS)

**Description**: The Accounts Receivable system, used by BFSD and QAD to identify, track and collect monies due to the Department, is currently a mainframe-based system that is no longer state standard software. It is no longer feasible to maintain the aging system, which would require extensive work to meet Department standards for internal controls. A replacement system that meets Department and State standards is being designed and implemented.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing. Funding: Funded.

#### Title: Document Imaging

**Description**: Several divisions/programs require the ability to scan and manage documents electronically. Document imaging will be implemented using scanners and state-standard FileNet software. BFSD and HCSD are

actively looking into document imaging for their programs. A food stamps grant will place scanners and FileNet into PAB offices by Nov. 2008.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing. Funding: Funded.

#### Title: Geographic Information System Software (ESRI)

**Description**: The State of Montana has embarked on an effort to bring consistency to Graphical Information Systems (GIS) within state government. The Department of Administration has entered into an enterprise license agreement with the ESRI Corporation to provide system and licensing for GIS for state agencies. DoA has allocated the cost of this agreement among state agencies that utilize GIS.

MBARS EPP Number: 90215 MBARS IT Number: 105

Status: Ongoing. Funding: Funded.

#### Title: Secure Wireless Access

**Description**: Several divisions/programs would benefit from secure wireless access to systems while providing services in the field. Many services provided by the Department, such as public health inspections, require staff to do their job in remote locations away from Department offices and wired network connections. Wireless access to systems and databases from laptops and other remote devices would provide real-time inquiry and update capability.

#### MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing. Secure wireless was implemented at Montana State Hospital.

**Funding:** Partially funded.

#### Title: Long-Distance Web Collaboration Services

**Description**: Several divisions/programs would benefit from web collaboration services through companies such as WebEx and GoTo Meeting. Programs such as CHIMES, Food Stamps, TANF, and Child Welfare have key stakeholders that are located in field offices around the state. Their participation in requirements definition, design, testing and training is crucial to project and program success. These long-distance web collaboration services will allow them to participate without traveling to the site.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing.

Funding: Funded. The Department has entered into an enterprise license agreement with

WebEx.

#### Title: TEAMS Maintenance and Support

**Description:** The Economic Assistance Management System (TEAMS) is used for eligibility determination and benefits issuance for the Medicaid, Food Stamps, and TANF (cash assistance) programs. Enhancements and

maintenance of the TEAMS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 99

Status: Ongoing. Funding: Funded

#### Title: CAPS/OPM Maintenance and Support

**Description:** The Child and Adult Protective Services (CAPS) system supports case management for child protective services, services to juvenile probation and parole, payments, and licensing activities. It is used to monitor, track and make provider and beneficiary payments for Child and Adult protective services, including foster care, subsidized adoption, and elder abuse. Operation Protect Montana (OPM) supports case management for Senior Long Term Care Division (SLTC)/Adult Protective Services (APS). Enhancements and maintenance of the CAPS and OPM systems is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number:92

Status: Ongoing. Funding: Funded

#### Title: SEARCHS Maintenance and Support

**Description:** The System for Enforcement and Recovery of Child Support (SEARCHS), the State's current Child Support System, is used in the enforcement and recovery of child support, financial accounting, payments, and reporting. Enhancements and maintenance of the SEARCHS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 88

Status: Ongoing. Funding: Funded

#### Title: EBT Maintenance and Support

**Description**: Electronic Benefits Transfer (EBT), aka Montana Access, is used to electronically disburse Food Stamp Program benefits and Temporary Assistance for Needy Families (TANF) cash payments. It is also used for electronic reimbursement of retailers and financial institutions. Enhancements and maintenance of the EBT system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 89

Status: Ongoing. Funding: Funded

#### Title: KIDS Maintenance and Support

**Description**: Kids Insurance Determination System (KIDS) supports Montana's Child Health Insurance Program (CHIP). Primary functions include eligibility determination, financial management, contracting and reporting.

Enhancements and maintenance of the KIDS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 97

Status: Ongoing. Funding: Funded

#### Title: CCUBS Maintenance and Support

**Description**: Child Care Under the Big Sky (CCUBS) supports Montana's child care program. Primary functions include child care licensing, provider inspection, family eligibility determination for subsidy & payment processes, and quality improvement program contract management. CCUBS interfaces with TEAMS, CAPS, CDS and the MSU Practitioner Registry. Enhancements and maintenance of the CCUBS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 96

Status: Ongoing. Funding: Funded

#### Title: Big Sky Rx Maintenance and Support

**Description:** Big Sky Rx supports Montana's program to help pay monthly premiums for people with Medicare prescription drug coverage. Enhancements and maintenance of the Big Sky Rx system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 91

Status: Ongoing. Funding: Funded

Title: TPL Tracking System

**Description**: QAD requires a Third Party Liability (TPL) tracking system. A federal transformation grant will fund a business process re-engineering study in preparation for the design and development of a system.

MBARS EPP Number: MBARS IT Number:

Status: Ongoing. The study has been completed.

**Funding:** Partially funded.

#### Title: HIPPS Maintenance and Support

**Description**: The Health Insurance Premium Payment System (HIPPS) is a premium payment referral system used by QAD's Third Party Liability (TPL) unit to determine whether it is cost effective for Medicaid to pay recipient Insurance Premiums. HIPPS currently receives referrals from TEAMS, but will interface with CHIMES when implemented. Enhancements and maintenance of the HIPPS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: 98

Status: Ongoing. Funding: Funded

#### Title: PHDS/WIZRD Maintenance and Support

**Description**: The Public Health Data System (PHDS) is an integrated database and case management system used by county public health offices for Maternal & Child Health, Immunization, Family Planning and other public health programs. Web-based Immunization Registry Database (WIZRD) allows web-based application access to the immunization data and functions contained within PHDS. Enhancements and maintenance of the PHDS and WIZRD systems is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Ongoing. The Department is currently planning the replacement of WIZRD.

Funding: Funded.

#### Title: MTSS Maintenance and Support

**Description**: The Montana Syndromic Surveillance (MTSS) system provides the Montana Communicable Disease Control and Prevention Bureau with the ability to track and report on hospital intake data and over-the-counter drug sales, in an effort to anticipate and respond to disease outbreaks. The system has both a sophisticated graphing and Geographic Information System (GIS) component. Enhancements and maintenance of the MTSS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: N/A MBARS IT Number: N/A

Status: Cancelled. Funding: Funded.

#### Title: CSED Server Replacement

**Description**: Request for funding for leases to replace servers that have expired warranties. The servers within the division have warranties that will expire during the 2009 biennium. As the warranties expire it becomes difficult or impossible to maintain the servers and get replacement parts.

MBARS EPP: 50007 MBARS IT Plan: 2

Status: Completed. Funding: Funded.

#### Title: Central Database system:

**Description:** The CDS system was developed to support the mandates of the programs operated under the auspices of Federal statute and state regulations and funded by U.S. Health and Human Services, Department of Energy, Office of Community Services and other funding sources. The program is governed by 10 CFR Part 440 and Community Opportunities, Accountability and Training and Educational Services Act of 1998. The HMIS system is provided to track homelessness in Montana and meets the federal requirements of programs receiving McKinney-Vento funding as well as Housing and Urban Development funded programs.

MBARS EPP: N/A MBARS IT Plan: 22

Status: Cancelled in 2009 because it is a duplicate of MBARS IT Plan 112.

Funding: NA

#### Title: CHIMES Hosting

**Description**: The Combined Health Information and Montana Eligibility System (CHIMES) is the new Medicaid eligibility determination system and replaces this function currently performed on The Economic Assistance and Medicaid System (TEAMS). DPHHS, Information Systems Bureau (ISB) will be hosting the database for CHIMES. TEAMS will continue to be hosted by D of A on the states mainframe system.

MBARS EPP: N/A MBARS IT Plan: 107

Status: Ongoing. Funding: Funded

Title: NEDSS

**Description**: The National Electronic Disease Surveillance System (NEDSS) supports routine surveillance activities associated with the rapid reporting of disease trends to control outbreaks. The NEDSS platform allows states to enter, update and electronically transmit demographic and notifiable disease data to the Centers for Disease Control and Prevention (CDC).

MBARS EPP: 90227 MBARS IT Plan: 110

Status: Substantially completed.

Funding: Funded.

Title: NCS Contingency

**Description:** The Technology Services Division is currently responsible for over 155 network servers and 3,000 personal computers (541 laptops and 2,565 desktops) within the agency. It is the responsibility of the Network and Communications Systems Bureau to provide state of the art technological support to keep these computers and the programs on them secure and running in good order.

MBARS EPP: 90209 MBARS IT Plan: 109

Status: Cancelled. Funding: Not funded.

Title: ISB Contingency

**Description**: It is the mission of the Technology Services Division (TSD) to provide current, knowledgeable and reliable services in the area of computer technology and software to the agency to enhance and support the agency in the delivery of services.

MBARS EPP: 90208 MBARS IT Plan: 108

Status: Cancelled. Funding: Not funded.

#### Title: Mid Tier Replacement

**Description**: The Technology Services Division (TSD) provides mid-tier hosting to many programs within the agency. The funding provided by the programs for these servers has always been at the discretion of the programs on where and how it is provided.

MBARS EPP: 90207 MBARS IT Plan: 103

Status: Cancelled. EPP request was cancelled; however the Department centrally funds and

manages servers.

Funding: Not funded.

#### Title: Microsoft Licenses

**Description**: DPHHS will need to purchase licenses for additional Microsoft products from the Office 2007 suite including Access, Visio, and Publisher that will not be included in the ITSD package in order to maintain compatibility.

#### MBARS EPP: 90206 MBARS IT Plan: 102

Status: Cancelled. EPP request was cancelled; however the Department funds additional

Microsoft licenses within existing budget.

Funding: Not funded.

#### Title: USB Encryption Devices

**Description**: The Department needs the ability to limit access to devices that can attach to state computers and copy potential information. State and federal policy require departments to secure information and data accessed and stored by computer. Encryption software will limit users' access to Universal Serial Bus (USB) devices.

MBARS EPP: 90104 MBARS IT Plan: 101

Status: Ongoing. Funding: Funded.

#### Title: Mainframe Increases

**Description:** The DPHHS has seen a steady increase over the past three years in system mainframe utilization. These increases are from a range of issues including, but not limited to, lengthier processing time to enact a data request or entry, more detailed case study notes, and data storage for closed cases remaining on the system. Steps have been taken to attempt to reduce these increases including the purchase by D of A of a larger, newer and faster server. However, utilization and thus costs continue to rise.

#### MBARS EPP: 90320 MBARS IT Plan: 106

*Status:* Cancelled. EPP request was cancelled; however the Department funds mainframe increases within existing budget..

Funding: Not funded

#### Title: MMIS Fiscal Agent Contract

**Description:** The Department contracts with ACS (Affiliated Computer Systems) to maintain and update our Medicaid Management Information System (MMIS) and run our fiscal agent operations. This requests funding to maintain the fiscal agent operations contract.

MBARS EPP: N/A MBARS IT Plan: 72

Status: Ongoing. Funding: Funded

#### Title: HIPPS Replacement

**Description:** Added in the 2009 update. The Health Insurance Premium Payment System is a premium payment referral system used by QAD's Third Party Liability (TPL) unit. The new system will meet the Third Party Liability Unit's workflow and business process needs.

#### MBARS EPP: N/A MBARS IT Plan:

**Status:** Substantially completed.

Funding: Funded.

#### Title: Lien and Estate Recovery Project

**Description**: Added in the 2009 update. This project will provide solution to implement best practices in third party liability recovery, improve efficiency of third party liability recovery processes by automating them and implement methods of data exchange between external systems. This new system will integrate with the new DPHHS enterprise architecture and allow an increase in the portion of funds recovered through third party liability recovery.

#### MBARS EPP: N/A MBARS IT Plan:

Status: Ongoing. The study and assessment have been completed.

Funding: Partially funded.

#### Title: Client Matching Project

**Description**: Added in the 2009 update. This project will automate the process of matching client information from numerous and separate sources, match Medicaid recipient information with third party insurance information, maximize the State's ability to pay for needed services by ensuring it does not pay when another party is liable and to know where clients receive services.

MBARS EPP: N/A MBARS IT Plan:

Status: Deferred.
Funding: Not funded.

#### Title: Online Application

**Description**: Added in the 2009 update. Several programs are interested in an online application that will allow Montana Residents to apply for their programs through the internet.

MBARS EPP: N/A MBARS IT Plan:

Status: Ongoing. Funding: Funded.

#### Title: CHIMES Maintenance and Support

**Description:** Added in the 2009 update. The CHIMES-Medicaid system is currently in production and scheduled to go live October 1, 2009. Enhancements and maintenance will be managed by the Technology Services Division (TSD) through a contract with an outside vendor.

MBARS EPP: N/A MBARS IT Plan:

Status: Ongoing. Funding: Funded

#### Title: Healthy Montana Kids (HMK)

**Description**: Added in the 2009 update. In November 2008 Montana residents passed the Healthy Montana Kids Act. This act calls for the expansion and coordination of health coverage for children. The design, development, and implementation of the system to support this program is managed by the Technology Services Division (TSD).

#### MBARS EPP: N/A MBARS IT Plan:

*Status:* Ongoing. CHIMES-Medicaid and KIDS (CHIP) system enhancements were completed and implemented. Full incorporation of KIDS into CHIMES-Medicaid is in progress.

Funding: Funded.